

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	3451011
<b>Application Number:</b>	10741518
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4428
<b>Title of Invention:</b>	Methods of monitoring communications sessions in a contact centre
<b>First Named Inventor/Applicant Name:</b>	Patrick Hession
<b>Customer Number:</b>	23644
<b>Filer:</b>	William M. Lee/debbie espinosa
<b>Filer Authorized By:</b>	William M. Lee
<b>Attorney Docket Number:</b>	920673-95340
<b>Receipt Date:</b>	13-JUN-2008
<b>Filing Date:</b>	19-DEC-2003
<b>Time Stamp:</b>	10:36:42
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
------------------------	----

### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment After Final	95340responsetoOAofapril252008.pdf	168135 aa1132ede40520dd733814882bd6c74208fc8dc3	no	10

### Warnings:

### Information:

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.